

**King County**  
**Announcement of Upcoming Request for Proposals**  
**for**  
**Medical and Prescription Drug Services**

King County will issue two (2) separate Requests for Proposals (RFPs), in October 2010, for the KingCare<sup>SM</sup> Medical Benefits and the KingCare<sup>SM</sup> Prescription Drug programs. Proposals will be due to King County in early December for services effective January 1, 2012.

**Medical Benefits Program RFP**

The medical benefits program RFP shall include services including, but not limited to, medical claim administration services, a Preferred Provider Organization (PPO) network, patient safety programs, nurse line services, disease/care management programs and associated member services, including online member tools.

**eValue8 RFI Scores**

Proposers must be aware that King County will utilize scores from the 2010 eValue8 Request for Information (RFI) tool administered by the National Business Coalition on Health (NBCH) as the basis of the quality measures in the RFP. Proposers who do not participate in the eValue8 RFI will not meet the minimum requirements of the RFP and will not be considered.

King County will utilize existing eValue8 scores for all Proposers who have already participated in the 2010 eValue8 RFI. Proposers who have not yet submitted data to eValue8 and wish to be considered must submit data to the eValue8 RFI no later than December 9, 2010 for consideration. Data submitted after this date will not be considered. Note that the NBCH estimates that the data preparation process for the eValue8 RFI takes approximately 10 to 12 weeks, therefore Proposers interested in responding to the eValue8 RFI are strongly encouraged to begin the process immediately. Proposers who have already submitted data to eValue8 for its 2010 cycle and received scores need not do anything at this time and their results will be shared with King County. If any such Proposer feels that there is a reason to correct part of their 2010 response, they may contact NBCH as indicated below. Modifications to previously submitted data must also be submitted no later than December 9, 2010 for consideration. All costs associated with data preparation, submission, modifications and scoring by the NBCH will be the responsibility of the responding Proposers.

Proposers who have received this notification directly via email are on King County's list of potential proposers. The NBCH has made arrangements with their data administrator, Proposal Tech, to set up accounts for the eValue8 RFI. Invitations with details on the eValue8 process will be sent to you by Proposal Tech following this notification. Proposers who are not on King County's list of potential proposers should contact

Dennis White at the NBCH via email at [DWhite@nbch.org](mailto:DWhite@nbch.org) or by phone at 202-775-9300, extension 18.

### **Discount Analysis Process**

Mercer Health & Benefits will assist King County in the evaluation of the Proposer's provider discounts. Mercer Health & Benefits will utilize a proprietary tool in order to conduct the evaluation. The discount analysis will be based on data through December 31, 2009, and will be based on Washington data only. Some of the Proposers will have already submitted the required data. Please contact Alex Feng at [alex.feng@mercercor.com](mailto:alex.feng@mercercor.com) to either request information on the data submission process or to confirm your data has already been submitted. Proposers are required to have the necessary data submitted to Mercer in order for them to conduct their analysis. The data submission process will need to be complete by November 15, 2010, including Mercer's review and confirmation of your data, in order for your proposal to be evaluated.

### **PRESCRIPTION DRUG RFP**

The KingCare<sup>SM</sup> Prescription Drug RFP will be a carve-out for services including, but not limited to retail, mail order and specialty pharmaceutical drug services, including utilization management, clinical and formulary management, and associated member services. King County will not utilize the eValue8 RFI tool for the evaluation of prescription drug proposals.

King County has prepared a list of frequently asked questions (FAQs) and the answers regarding this announcement. Refer to the attached document. Inquiries concerning this announcement and the upcoming solicitation process shall be directed to Cathy Robinson, Lead Senior Buyer, King County, at [cathy.robinson@kingcounty.gov](mailto:cathy.robinson@kingcounty.gov) or 206-263-9311.

# **King County Medical and Prescription Drug Services RFP Announcement**

## **Frequently Asked Questions**

### **What is eValue8™™?**

eValue8™™ is the leading evidence-based RFI tool available to health care purchasers today and is widely used by business health coalitions, their purchaser members and national employers to assess and manage the quality of their health care vendors. Content for the survey is coordinated using input from employers, coalitions, and health plans and incorporates guidance from leading health care quality experts. eValue8™™ is a product of the National Business Coalition on Health (NBCH), national, non-profit, membership organization of nearly 60 employer-based health care coalitions, representing over 7,000 employers and approximately 25 million employees and their dependents across the United States.

The eValue8™™ tool uses a standard, annual RFI survey to gather hundreds of benchmarks in critical areas such as prevention and health promotion, adoption of health information technology, member and provider support, disease management, provider performance measurement and rewards, patient safety, pharmaceutical management and behavioral health. Standardized performance reports are prepared for HMO/POS plans as well as for PPO plans and networks. Content for the survey is coordinated using input from purchasers, coalitions, and health plans and incorporates guidance from experts from the Centers of Disease Control, the Agency for Healthcare Research and Quality, George Washington University and others in public health and academia. eValue8™™ also works in concert with accrediting bodies, including the National Committee on Quality Assurance, URAC and the Joint Commission, to prevent redundancy and build on existing standards.

### **What is the National Business Coalition on Health (NBCH)?**

The NBCH is a national, non-profit 501(c)6, membership organization of purchaser-led health care coalitions. NBCH and its members are dedicated to value-based purchasing of health care services through the collective action of public and private purchasers. NBCH seeks to accelerate the nation's progress towards safe, efficient, high-quality health care and the improved health status of the American population.

NBCH has a membership of nearly 60 member coalitions across the United States representing over 7,000 employers and approximately 25 million employees and their dependents. These business coalitions are composed of mostly mid- and large-sized employers in both the private and public sectors in a particular city, county, or region. NBCH member coalitions are committed to community health reform, including an improvement in the value of health care provided through employer-sponsored health plans and to the entire community.

NBCH provides expertise, resources, and a voice to its member coalitions across the country and represents each community coalition at the national level. As a "coalition of coalitions," NBCH spreads the tenets and practical applications of community health reform to areas where employers have yet to organize their purchasing power. For several years, NBCH has pursued national purchasing initiatives to offer turn-key health care products and services to community coalitions and their member employers. NBCH is dedicated to making the coalition movement the vehicle for meaningful change in the health care system throughout the United States.

**Why is King County using the eValue8™ RFI scoring for the quality measures?**

King County is seeking a partnership with a health plan administrator that provides quality and value for the county's health care dollar. The eValue8™ RFI gives King County the best available tool to measure plan quality and ensure value for our members and taxpayers. King County is additionally committed to transparency in the health care market and interested in streamlining the process of evaluating and procuring health plan services in the Puget Sound region.

The eValue8™ RFI is a nationally recognized tool which measures critical elements of plan quality including prevention, health promotion, health information technology, provider engagement and performance measurement, disease management, patient safety, member tools, and behavioral health.

The eValue8™ RFI has established standards of measurement based on input from purchasers, health plans and a variety of other national resources and incorporates plan quality measures from existing accrediting bodies. The eValue8™ RFI additionally has the support of the Puget Sound Health Alliance and its members, providing health care purchasers in the Puget Sound region with information to identify the best available health plans and provide participating health plans with feedback to help implement the next generation of quality improvement initiatives.

**Why will Proposers which do not participate in the eValue8™ RFI not be considered?**

Proposers who do not participate in the eValue8™ RFI for 2010 will not be considered. The evaluation of plan quality will rely solely on the eValue8™ RFI scores and therefore Proposers who are not awarded any points for plan quality will be deemed outside of the competitive range for RFP scoring.

**What is the cost to Proposers to participate in the eValue8™ RFI?**

Proposers which have not previously participated in the 2010 eValue8™ RFI will be responsible for all costs associated with data preparation, submission, set-up and scoring. Set up and scoring of eValue8™ RFI submissions by the NBCH and their vendors will carry a one-time fee of \$4,500, payable to the National Business Coalition on Health at the time of submission. Proposers which have already participated in the 2010 eValue8™ RFI that wish to submit modifications to their prior submissions will incur a one-time fee of \$2,500 for rescoring their submissions. Proposers which have already participated in the 2010 eValue8™ RFI and do not wish to make modifications to their prior submissions will not incur any costs. All costs incurred by proposers are non-refundable and must be paid prior to the December 9, 2010 deadline for data submissions for proposals to be considered.

**Why does it take 10 to 12 weeks for Proposers to prepare data submissions?**

Responding to eValue8™ requires the plan to locate and interact with internal content experts in a variety of areas like prevention, disease management, provider management, consumer engagement and so forth. In each area, eValue8™ explores the plan's capabilities in some depth, so this will require some analytical work and textual summaries of plan strategies and outcomes in addition to simply checking choices on a checklist. Proposers may find that they can complete the process in less than the projected timeframe, however proposers are encouraged to consider the 10 to 12 week timeline when preparing their submissions. The deadline for submission of eValue8™ data is December 9, 2010 and late data submissions will not be considered.

**Will King County use the full eValue8™ RFI scores? Are there any modules that will not be included in the evaluation?**

King County will use all of the modules contained in the eValue8™ RFI which relate to the services contained in the KingCare<sup>SM</sup> RFP or which may be purchased during the term of the contract with the winning Proposer. This will include all modules except the Pharmaceutical Management module.

**Will Proposers who disagree with their eValue8™ RFI scores or have additional supporting information have the opportunity to comment on the process?**

King County will provide all Proposers with a series of questions in the RFP for Statements on Plan Quality. Proposers will be given an opportunity in this portion of the RFP to provide supporting statements to supplement their eValue8™ RFI scores and provide details on how the plan quality measures will affect King County. These questions posed to the Proposers will establish the Proposers' understanding of the challenges that face King County, evaluate the Proposers' innovation and leadership within the Puget Sound region, and evaluate strategic alignment with King County. The collective scoring of the Proposers' responses to these questions will make up the Statement on Plan Quality score.

**Will Proposers' eValue8™ RFI scores be public information?**

King County will not publicize Proposers' eValue8™ scores. Data included in the RFP process is subject to public disclosure requests, however King County will consider detailed eValue8™ RFI scores as proprietary information. Summary scores may be subject to public disclosure. Proposers' detailed data submissions for the eValue8™ RFI will be handled by the NBCH and their administrative vendors. King County will not have access to data submissions and therefore this information will not be subject to public disclosure requests as part of the RFP process.

Ongoing participation in the eValue8™ process through the Puget Sound Health Alliance (PSHA) will be a minimum requirement of the RFP. The winning Bidder will be required to submit data to eValue8™, make summary scoring available to the PSHA for publication, and participate in plan meetings with members of the PSHA annually.

**When will the eValue8™ scoring be complete?**

The NBCH and their vendors will complete eValue8™ scoring within 2 to 4 weeks following data submissions. Scoring will be presented to King County at this time and scores will be incorporated into the overall RFP scoring for all proposals being considered.

**Will I get access to my own plan scores and what information will be provided to help me to understand my scores?**

Yes, the NBCH will provide all participating proposers with feedback on their eValue8™ scores following scoring.

**Will I get to see other plan scores?**

The NBCH considers all plan submissions as proprietary, however summary plan scoring is available via the eValue8™ annual report.

**How much of the overall selection criteria is dependent upon the eValue8™ scores?**

Scoring for the full RFP will be determined at the time that the RFP is released in October. The preliminary scoring criteria and weighting is outlined below, however is subject to change:

- PLAN COST 35%

• PLAN QUALITY	25%	
• STATEMENTS ON PLAN QUALITY		15%
• NETWORK	15%	
• <u>ADMINISTRATIVE SERVICES</u>	10%	
• TOTAL	100%	

#### **Plan Cost - 35%**

Plan cost will be determined by the combined total of claims costs and administrative fees. Claims cost will be determined by a provider discount analysis performed by Mercer Health and Benefits. Claims costs will be combined with administrative fees to establish the total plan cost for each Bid received. Plan cost will be based on the existing plan designs and administrative services outlined in the RFP. Potential savings from alternative plan designs, alternative networks, or medical management programs not included in the scope of the RFP will be considered within the Plan Quality, Network and Statements on Plan Quality sections of the RFP described below.

#### **Plan Quality - 25%**

Plan Quality will be determined by the Bidder's eValue8™ RFI scores.

#### **Statements on Plan Quality – 15%**

Bidding vendors will be given an opportunity to provide supporting statements to supplement their eValue8™ RFI scores and provide details on how the plan quality measures will affect King County. Bidders will be asked a number of questions in the RFP which will establish the Bidders' understanding of the challenges that face King County, evaluate the Bidders' innovation and leadership within the Puget Sound region, and evaluate strategic alignment with King County. The collective scoring of the Bidders' responses to these questions will make up the Statement on Plan Quality score.

#### **Network – 15%**

Network scores will be based on Bidders' capabilities in the areas of network development and network management. Specific qualifications related to custom network development based upon provider quality and efficiency, centers of excellence for key conditions, and provider performance and outcomes guarantees will be evaluated. The scoring for provider network will additionally include a network disruption analysis conducted by Mercer Health and Benefits.

#### **Administrative Services – 10%**

Overall scoring for administrative services will include an evaluation of Bidders' capabilities in the areas of account management, member services, claims payment services, member communications, online services, vendor integration, eligibility management, data services and reporting.